

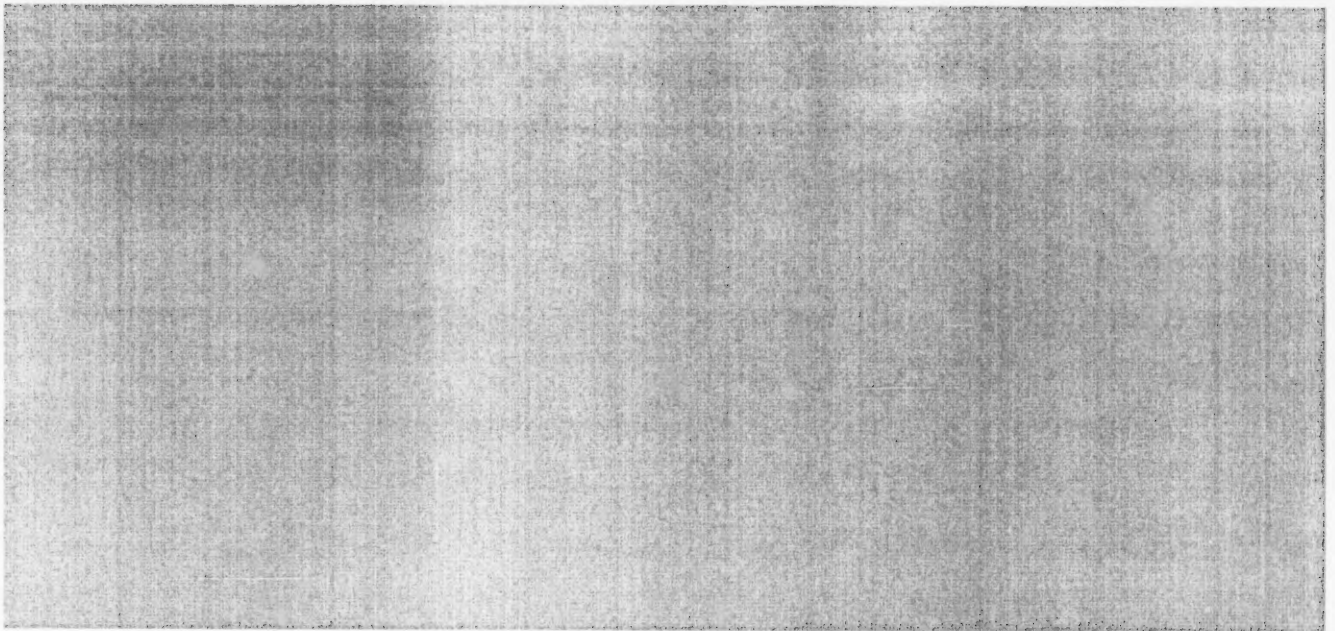


South Eastman Health/Santé Sud-Est Inc.



# Annual Report to the Community 2006 - 2007





#### VISION STATEMENT

Partnering with community to optimize health.

#### MISSION STATEMENT

To ensure the best health for the people of the South Eastman region through consultation, evidence-based decisions and innovation.

#### VALUES

Integrity    Respect    Proactivity  
Responsiveness    Accountability    Excellence

## From the Chair and Chief Executive Officer

We are pleased to present the 2006-2007 Annual Report of South Eastman Health/Santé Sud-Est Inc.

This annual report highlights and celebrates your regional health authority's (RHA) accomplishments over the past year. Although challenges are inevitable, it is through the collective efforts of individuals committed to the organization that the RHA has continued to make progress in the development and delivery of programs and services in the South Eastman region.

This was the first year of implementation of the RHA's new five year Strategic Plan. Although we have experienced many successes, the future holds many challenges in such areas as meeting the health needs of our growing population, upgrading our acute care services, enhancing our community services, as well as recruiting and retaining employees in such areas as diagnostic services, nursing and physician services. The RHA continues to experience significant challenges in meeting volume and service pressures, as a result of our region's unique population growth. We continue to strive to enhance our health services and quality of care in all programs and services in order to offer you, our residents, excellence in service.

The planning, implementation, and delivery of health services encompasses the vision of South Eastman Health/Santé Sud-Est - Partnering with Community to Optimize Health - in order to better serve South Eastman's 60,000 residents. As we endeavour to continually work towards this vision and the good of our people, we would like to express our appreciation to the individuals and groups who created successful partnerships between community groups, residents, stakeholders, service providers and South Eastman Health/Santé Sud-Est. We would also like to extend our sincere appreciation to the Board members, employees, volunteers, partners and communities for their ongoing commitment, as well as to Manitoba Health for their leadership and support.

Respectfully submitted,

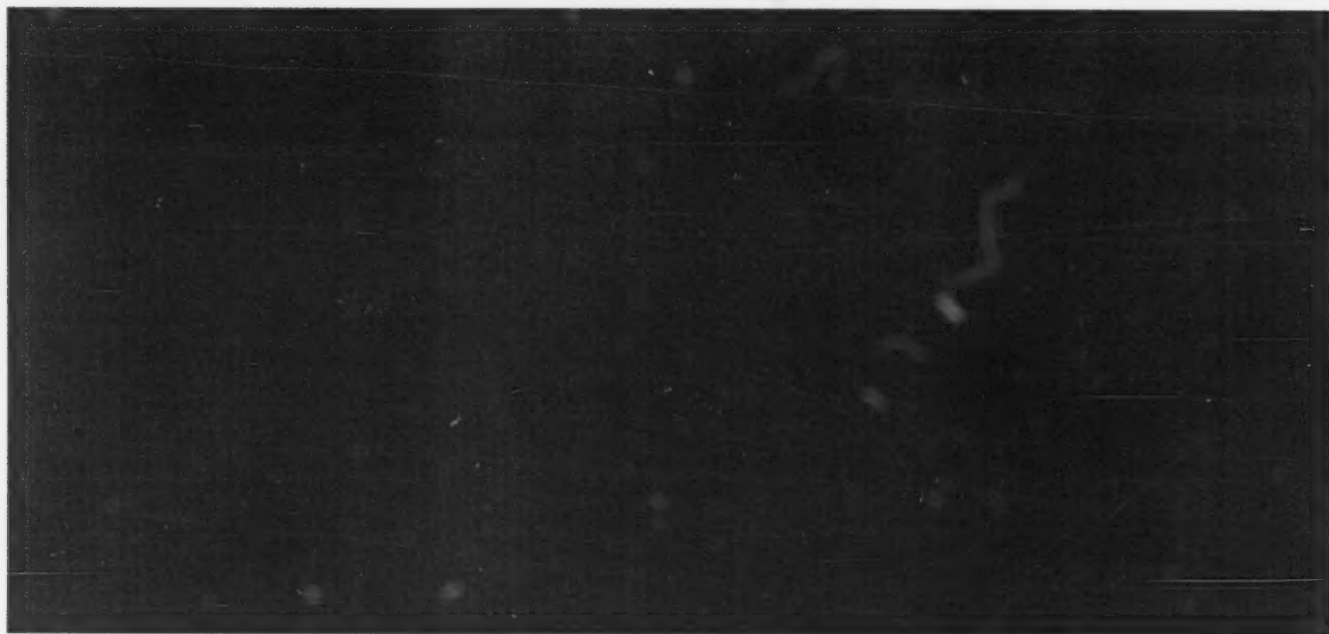
Aurèle Boisvert  
Board Chair

Monique Vielfaure Mackenzie  
Chief Executive Officer

### Did you know...

In 2006-2007, the RHA Board of Directors held three joint meetings with the four District Health Advisory Councils (DHAC) and the Provider Advisory Council. Members of DHACs have an interest in your health and provide advice to the Board on appropriate health-related actions and services for their district.

Interested in being a voice in your community? Please call the RHA at (204) 424-5880 or 1-866-716-5633.



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Board Chair*

*Monique Vielfaure Mackenzie  
Chief Executive Officer*



## THANK YOU!

South Eastern Health/Santé Sud-Est Inc. extends its sincerest gratitude to our regional foundations and auxiliaries, who work diligently at annual fundraising campaigns in order to contribute to various initiatives including renovations or additions to our facilities, equipment purchases, and bursaries. We also appreciate the generosity of residents who have made donations to the RHA.



To you all, and our residents who generously support us,

THANK YOU!

- Bethesda Health Care Auxiliary
- Bethesda Foundation
- Fondation Centre médico-social
- DeSalaberry Health Centre Foundation
- Fonds Hôpital Ste-Anne Hospital Fund
- Niverville Health & Community Foundation
- The Red River Valley Foundation
- The Vita Guild

## Strategic Priorities

This year marks the first year of South Eastman Health/Santé Sud-Est Inc. implementing its new five-year Strategic Plan, which includes the following twelve strategic priorities for 2006 to 2011. They are not listed in any specific order other than Population Growth, which is seen as an overarching priority.

Primary Health Care	Palliative Care	
Population Health	Health Promotion/Prevention/Education	
Quality		Human Resources

**Population Growth:** To collaborate fully in efforts to secure population-based RHA funding to meet the growing and changing needs of the South Eastman population.

**Acute Care:** To work towards equitable in-region access to quality acute care services for all residents.

**Long Term Care:** To build the continuum of services required to meet the needs of the growing senior population, for residents living in the community and residents experiencing loss of full independence.

**Primary Health Care:** To expand primary health care by modeling all community-based services on primary health care principles, focusing on prevention and health education approaches.

**Palliative Care:** To enhance quality of living for residents reaching the end of life.

**Mental Health:** To build on the significant enhancements made to community mental health program and services over the past few years.

**Population Health:** To improve the health of the population not only through health service provision but by working collaboratively with the community across all sectors to understand and address the whole range of health determinants.

**Health Promotion and Illness Prevention/Education:** To further position promotion, education and prevention services as key to improving future health in the population.

**Research:** To uphold the RHA's commitment to evidence-based health policy-making and planning.

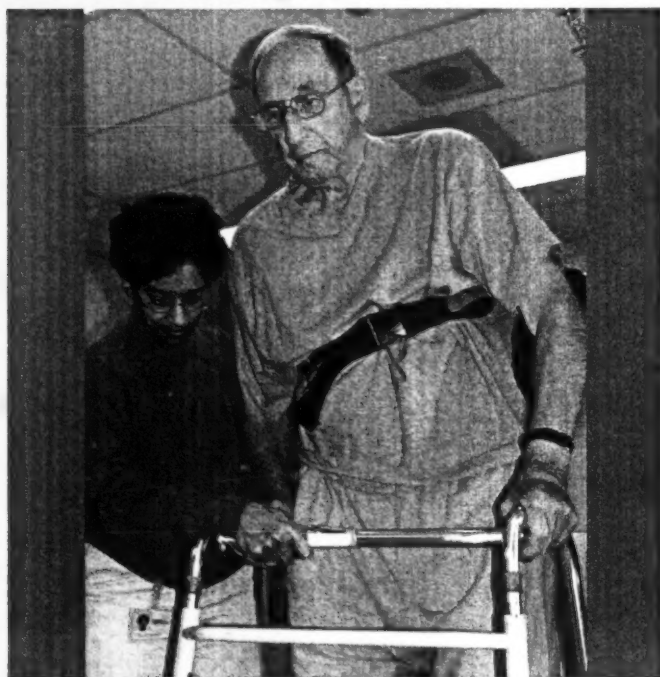
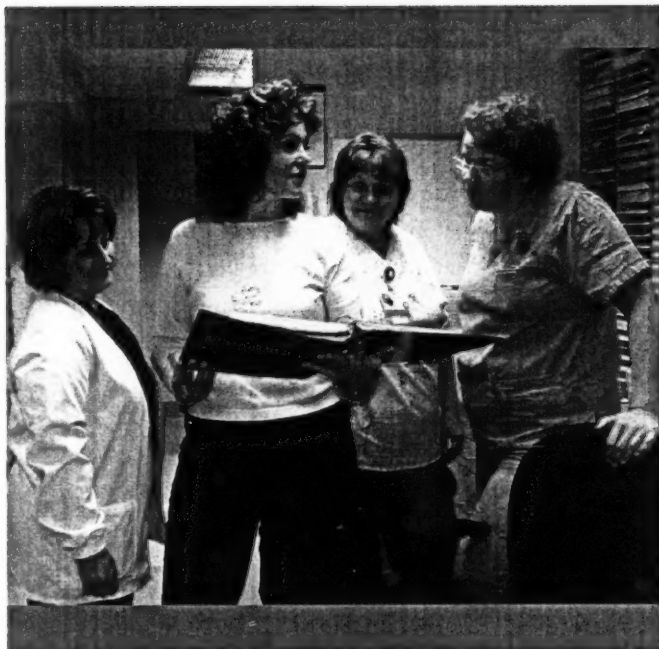
**Quality:** To foster an organizational culture that focuses on the client and the quality of care through continuous learning and service improvement.

**Patient Safety:** To foster a culture that facilitates patient safety by focusing on safety, disclosure, a systems approach and learning, ultimately improving quality of care.

**Human Resources:** To enhance quality of care by providing staff with the education, tools, experience, confidence and an environment that fosters a healthy workplace.

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## Patient Care

Highlights of some of the RHA's accomplishments in this area over the past year.

- Some new medical equipment purchases that will enhance services in the region include:
  - vital sign monitors for all four hospitals;
  - anaesthesia machines;
  - an equipment sterilizer;
  - beds and stretchers;
  - a hydrotherapy room;
  - electric sit/stand lifts for Rehab;
  - infusion pumps;
  - mobile cardiac monitoring equipment;
  - cautery machine with ligateur;
  - audiology equipment;
  - ventilator;
  - safety and security resources.
- The RHA now provides surgery using a new Harmonic scalpel, as well as laparoscopic shoulder surgeries in the region.
- The Vita & District Health Centre Family Suite project was completed, offering patients and visitors with a private meeting area.
- Funding was approved for a new \$3.8 million regional Cancer Care and Birthing Centre. This new centre should open by the end of 2007.
- The following positions were created or increased to full-time to increase services:
  - Palliative Care Specialist - Psychosocial;
  - Home Care/Palliative Care Nurse;
  - Palliative Care Volunteer Coordinator;
  - Six additional Proctors for Mental Health;
  - Nurse Practitioner at Bethesda Hospital
  - Regional Infection Control Coordinator.
- The RHA developed a log to track, review and learn from client service concerns.



## Patient Safety

The RHA participates in the following provincial and national campaigns which focus on educating our health care employees to enhance patient safety practices in the South Eastern region:

- Safer Healthcare Now!
- It's Safe to Ask campaign
- Safety Engineered Needle Project
- Feeding/Swallowing In-Service
- Hand Hygiene

Next year, the RHA plans to participate in **MORE<sup>OB</sup>**, a national program for obstetricians, family physicians, nurses, midwives and administrators, focused on implementing a patient safety model of practice in hospital obstetrical units.

All RHA programs and services are now making patient safety a core part of any new or existing initiative.

## Community Health

### Mental Health

- A Mental Health Advisory Council was created consisting of consumers of mental health services, support members and mental health service providers. The RHA is doing a review of the Mental Health program to provide direction in program planning and the development of services.
- Mental Health employees delivered 112 "Health and Well-Being Seminars" as well as various awareness sessions to clients, employees and the public.
- The RHA submitted a funding proposal for specialized supports for mental health clients. It also continues to advocate for a South Eastman Crisis Stabilization Unit, additional proctor services, and additional staff for the Addictions Foundation of Manitoba.

### Public Health & Primary Health Care

- In collaboration with its District Health Advisory Councils, the RHA received approval for community funding dollars through the provincial Chronic Disease Prevention Initiative (CDPI). Through *Start Fresh!*, the local CDPI project, \$33,000 was distributed in 12 communities to support 19 community-based initiatives focusing on the promotion of physical activity, healthy eating and smoking cessation.
- Residents' participation in the Mobile Breast Screening program increased by 4% during this, our eight year of mobile screening in the region. Twelve communities reached the 70% target attendance rate.
- With approved increased funding to our regional Audiology program, we have decreased the number of children on our wait lists by 35%.
- Our Midwifery program had the opportunity to attend 133 births, an increase that was possible with the addition of a fourth midwife in the region.
- Births have doubled to 103 in the last year at Ste. Anne Hospital's new labour and delivery rooms.
- A new program - Children's Therapy Initiative (CTI) - aims at improving the delivery of therapy services, including audiology, occupational therapy, physiotherapy and speech-language pathology to children.
- Through the Unified Referral and Intake System (URIS), we continue to support children who have health care conditions that require intervention during attendance at schools or day cares.

### Long Term Care

- The RHA is collaborating with communities interested in setting up supportive housing units and community supports to allow seniors to age in place. The RHA also developed and presented a Long Term Care Strategy to Manitoba Health, showing evidence that the region requires additional services throughout the region to allow seniors to continue to live independent lives in their communities.

#### Did You Know?

In 5 Canadians in 1000 will experience a mental illness in their lifetime. However, early intervention and treatment reduces the likelihood that a mental health problem will become chronic. Furthermore, 1 out of 3 people with depression can be successfully treated.

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### Did you know...

*1 in 5 Canadians (6 million) will experience a mental illness in their lifetime. However, early detection and treatment reduces the likelihood that a mental health problem will become chronic. Furthermore, 4 out of 5 people with depression can be successfully treated.*





#### *Did you know...*

*In 2006-2007, thirty individuals volunteered a total of 1,467 hours in the Palliative Care Program, providing end-of-life care to RHA clients and support to their families.*

*This care was provided in the client's home, in the hospital or in a long term care facility.*

*THANK YOU to all RHA volunteers!*



#### *Did you know...*

*South Eastman Health/ Santé Sud-Est Inc. is one of the major employers in southeastern Manitoba with approximately 1,200 full-time and part-time employees.*

*We continue to actively recruit for a variety of positions including nurses, physicians, lab & diagnostics, health care aides, etc.*

*Career opportunities are posted on our website at [www.sehealth.mb.ca](http://www.sehealth.mb.ca).*



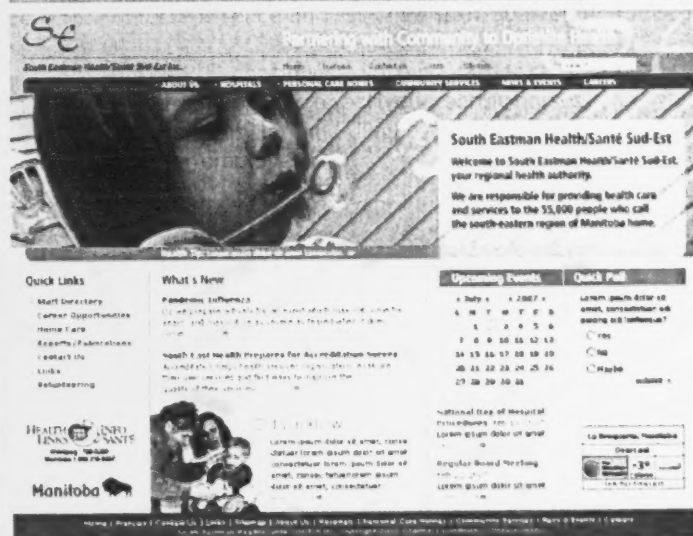
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- Several community groups received grants through the *Manitoba In Motion* initiative to develop fitness programs, deliver presentations promoting active lifestyles and healthy eating. Congratulations!
- Expansions were made to the building where the RHA provides Community Health services in Dominion City. There is now added space for our community workers and residents. The new space also includes a health information area and a public access computer.
- The Ste. Anne Emergency Medical Services garage was renovated to improve use of current space and enhance staff quarters.
- The RHA continues to attend career fairs and job symposiums to actively recruit nurses, physicians, lab and diagnostics staff, and other employees.

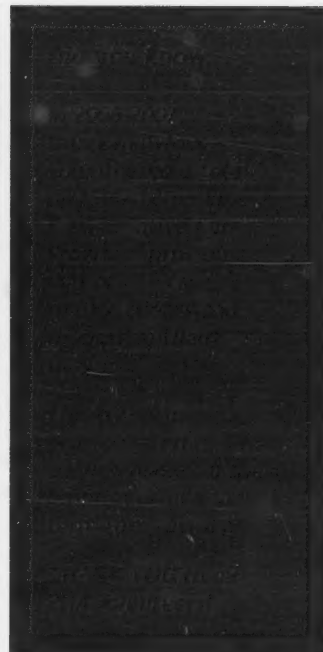
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has been redesigned to incorporate:

- a fresh look;
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- a more user-friendly navigation structure for our residents and readers to access health information with ease.

It also has more information and links focusing on health education and illness prevention.

Visit our website at 





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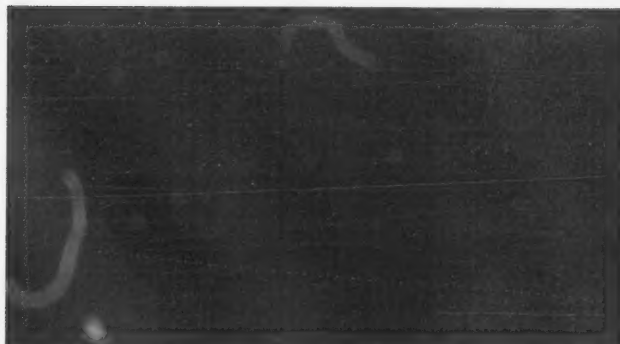
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## In Your Community

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**Access to health information**

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**Partnering with Community to Optimize Health**

South Eastman Health/Santé Sud-Est  
Welcome to South Eastman Health/Santé Sud-Est, your regional health authority.

We are committed to providing health care and services to the 115,000 people who call the south-eastern region of Manitoba home.

**Quick Links**

- Staff Directory
- Career Opportunities
- Home Care
- Specialty/Patient Services
- Contact Us
- Links
- Volunteering

**What's New**

**Facilities Relocated**  
Do we please advise for an event which may not come for years, and may not be as severe as hoped when it does come? ... [more](#)

**Health East Health Prepares for Accreditation Survey**  
Accreditation helps health services organizations evaluate their own services and find ways to improve the quality of their services. ... [more](#)

**Upcoming Events**

July	2007
6	10 11 12 13 14 15
16	17 18 19 20 21 22
23	24 25 26 27 28 29
30	31

**Quick Find**

Search your doctor or clinic, immediate all patients with conditions?

City:

City:

City:

**Did you know...**

Learn more about our services, contact our team or visit our website. ... [more](#)

**Manitoba Health Services**

**La Santé, Manitoba**

**Regular Board Meeting**  
Feb 22, 2007  
Learn more about our services. ... [more](#)

March 31

2007

2006

	Regional Health Authority	Contract Facilities	Consolidated	Consolidated
<b>Assets</b>				
<b>Current Assets</b>				
Cash	\$ 947,115	\$ 148,737	\$ 1,095,852	\$ 1,580,518
Accounts Receivable	940,094	423,439	1,363,533	1,426,403
Due from Manitoba Health	790,817	11,225	802,042	407,528
Inventories	1,281,612	81,559	1,363,171	988,351
Prepaid expense	228,065	19,209	247,274	236,266
Vacation entitlements receivable	2,165,279	488,270	2,653,549	2,653,549
	6,352,982	1,172,439	7,525,421	7,292,615
Retirement obligations receivable	1,898,575	458,577	2,357,152	2,357,152
Restricted assets	215,604	-	215,604	198,317
Capital assets	40,300,455	11,669,123	51,969,578	50,855,428
	\$ 48,767,616	\$ 13,300,139	\$ 62,067,755	\$ 60,703,512

**Liabilities and Net Assets****Current Liabilities**

10 Bank indebtedness	\$ -	\$ 301,635	\$ 301,635	\$ 170,680
Ac. payable & accrued liabilities	4,099,070	639,770	4,738,840	3,827,671
Accrued vacation entitlements	2,535,210	662,798	3,198,008	2,949,098
Current portion of long-term debt	-	168,640	168,640	168,640
Unearned revenue	214,937	7,572	222,509	423,160
	6,849,217	1,780,415	8,629,632	7,539,249
Accrued retirement obligations	2,853,122	458,577	3,311,699	3,008,870
Long-term debt	-	422,859	422,859	652,750
<b>Deferred Contributions</b>				
Expenses of future periods	976,693	181,246	1,157,939	1,277,852
Capital assets	38,270,746	10,905,790	49,176,536	49,067,861
	39,247,439	11,087,036	50,334,475	50,345,713

**Commitments and contingencies****Net Assets**

Investment in capital assets	2,029,709	171,834	2,201,543	966,177
Externally restricted -				
Contract Facilities	-	(620,582)	(620,582)	(368,867)
Externally restricted	215,604	-	215,604	198,317
Unrestricted	(2,427,475)	-	(2,427,475)	(1,638,697)
	(182,162)	(448,748)	(630,910)	(843,070)
	\$ 48,767,616	\$ 13,300,139	\$ 62,067,755	\$ 60,703,512



**SOUTH EASTMAN HEALTH/SANTÉ SUD-EST INC. Condensed Statement of Operations**

<b>For the year ended March 31</b>	<b>2007</b>		<b>2006</b>	
	<b>Regional Health Authority</b>	<b>Contract Facilities</b>	<b>Consolidated</b>	<b>Consolidated</b>
<b>Revenue</b>				
Province of Manitoba				
Health	\$ 49,873,112	\$ 7,809,954	\$ 57,683,066	\$ 53,770,387
Other	952,176	-	952,176	729,181
Government of Canada	264,611	81,925	346,536	406,331
Non-insured income	2,513,410	2,054,118	4,567,528	4,339,568
Other income & recovered services	250,550	7,397	257,947	216,531
Ambulance income	559,407	-	559,407	555,153
Amortization of deferred contributions	2,145,002	416,502	2,561,504	2,826,284
	<b>56,558,268</b>	<b>10,369,896</b>	<b>66,928,164</b>	<b>62,843,435</b>
<b>Expenditures</b>				
Acute care services	18,819,604	-	18,819,604	17,708,926
Long-term care services	7,613,347	10,144,452	17,757,799	16,736,646
Community based home care svces	11,351,267	-	11,351,267	10,707,567
Community based health services	4,906,323	-	4,906,323	4,790,092
Medical remuneration	3,669,778	-	3,669,778	3,493,565
Diagnostic services	2,962,141	-	2,962,141	2,929,397
Amortization of capital assets	2,145,002	416,502	2,561,504	2,826,284
Community based mental health svces	1,996,734	-	1,996,734	1,882,637
Emergency medical services	1,808,211	-	1,808,211	1,646,477
Regional Health Authority costs	1,102,501	-	1,102,501	1,357,909
Interest on long-term debt	-	34,389	34,389	39,219
	<b>56,374,908</b>	<b>10,595,343</b>	<b>66,970,251</b>	<b>64,118,719</b>
Retirement obligation funding received in 2005/06	236,960	-	236,960	-
<b>Excess (deficiency) of revenue over expenditures of the year</b>	<b>\$ 420,320</b>	<b>\$ (225,447)</b>	<b>\$ 194,873</b>	<b>\$ (1,275,284)</b>
<b>Allocated as follows</b>				
Externally restricted	\$ -	\$ (225,447)	\$ (225,447)	\$ (526,430)
Unrestricted	420,320	-	420,320	(748,854)
	<b>\$ 420,320</b>	<b>\$ (225,447)</b>	<b>\$ 194,873</b>	<b>\$ (1,275,284)</b>

*This financial information is an extract from the Annual Financial Statements reported on by our auditing firm, BDO Dunwoody LLP.*

*A complete set of financial statements, auditor's reports and the statement of public sector disclosure can be obtained from South Eastman Health/Santé Sud-Est Inc. Corporate Office  
P.O. Box 470 La Broquerie MB R0A 0W0 Tel. (204) 424-5880.*

## South Eastman Health/Santé Sud-Est Inc.

General Information 424-5880 / 1-866-716-5633  
Email [corp@sehealth.mb.ca](mailto:corp@sehealth.mb.ca)  
Website [www.sehealth.mb.ca](http://www.sehealth.mb.ca)

### Hospitals

Bethesda Hospital 326-6411  
DeSalaberry District Health Centre 433-7611  
St. Anne Hospital 422-8837  
Vita & District Health Centre 425-3804

### Primary Health Care Centres

East Borderland 437-3015  
Niverville 388-7060

### Personal Care Homes

Bethesda Place 346-5158  
Repos Jolys 433-7443  
Whispering Pines Lodge 425-3325

### Contract Long Term Care Facilities

Menno Home for the Aged 434-6496  
Rest Haven Nursing Home 326-2206  
St. Adolphe Personal Care Home 883-2181  
Villa Youville 422-5624

### Community Health

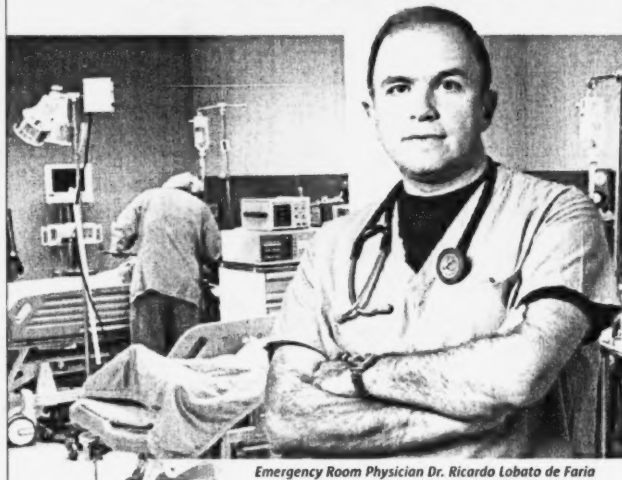
Audiology 346-6250  
Cancer Care 346-5160  
Diagnostic 346-5153  
Emergency Medical Services 346-7028  
Home Care 346-6136  
Mental Health 346-7035  
Mobile Crisis Unit 326-9276 / 1-888-617-7715  
Midwifery 433-7198  
Palliative Care 346-7063  
Public Health/Primary Health Care 346-6145  
Services to Seniors 346-6256

### Community Services Centres

Dominion City 427-3460  
Lorette 878-5000  
St. Adolphe 883-2243  
St. Anne 422-8817  
St. Pierre-Jolys 433-7637  
Steinbach 346-6123  
Vita 425-3859

If it's an emergency,  
come to the ER.

If it's not, there may  
be better choices.



Emergency Room Physician Dr. Ricardo Lobato de Faria

**H**ospital emergency rooms are busy places. And patients with life-threatening emergencies are always treated first.

That means if you have a minor injury or illness, you may have to wait. If you're looking for a second opinion about a long-standing problem, the emergency room is not the best solution. And unless it's urgent, the ER can't get the test your doctor ordered completed any earlier.

- If you think it's an emergency, go to the ER.
- If it isn't an emergency (e.g. mild or chronic headache, back pain, minor cut or burn, sore throat, cold, possible sprain) go to your family doctor or local walk-in clinic. In Winnipeg, you may also visit the Misericordia Urgent Care Centre or the Pan Am Minor Injury Clinic.
- If you're not sure what's right for you, call Health Links-Info Santé and talk to a nurse anytime day or night.

### Health Links - Info Santé

Manitoba toll free 1-888-315-9257  
In Winnipeg, call 788-8200

For more information:  
[www.manitoba.ca](http://www.manitoba.ca)

Manitoba 

## South Eastern Health/Santé Sud-Est Inc.

General Inquiries: 424-5880 / 1-866-716-5633  
 Corporate Health: corpsehealth.mb.ca  
 Website: www.sehealth.mb.ca

Hospital  
 Bethesda Hospital 326-6411  
 Desautels Day Health Centre 433-7611  
 St. Joseph's Hospital 422-8837  
 Winnipeg Health Sciences Centre 425-3804

Primary Health Care Centres  
 East St. Vital 437-1015  
 Niverville 388-7060

Personal Care Homes  
 Bethesda Place 346-5158  
 Repsol Lodge 433-7411  
 Whispering Pines Lodge 425-3325

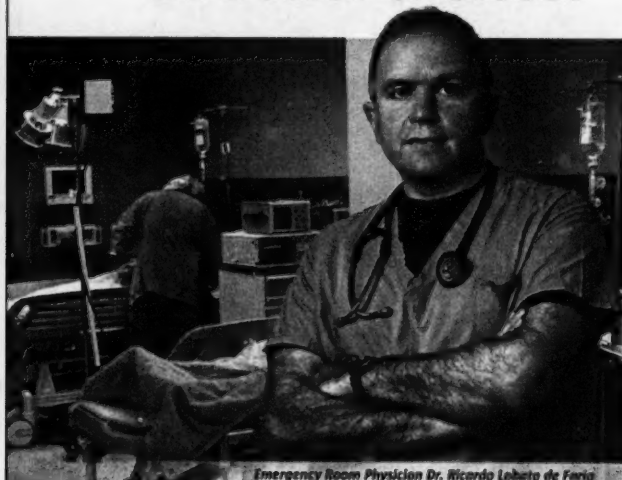
Contract Long Term Care Facilities  
 Merino Home for the Aged 434-6498  
 Rest Haven Nursing Home 326-2206  
 St. Adolphe Personal Care Home 383-7181  
 Villa Tourville 422-5624

Community Health  
 Audiology 346-6250  
 Cancer Care 346-5160  
 Diagnostic 346-5153  
 Emergency Medical Services 346-7028  
 Home Care 346-6136  
 Mental Health 346-7035  
 Mobile Crisis Unit 326-9276 / 1-888-617-7715  
 N. Wines 433-7198  
 Palliative Care 346-7063  
 Public Health/Primary Health Care 346-6145  
 Services to Seniors 346-6256

Community Services Centres  
 Dominion City 427-3460  
 Lorene 878-5000  
 St. Adolphe 883-2743  
 St. James 422-8817  
 St. Joseph 433-7637  
 St. Paul 346-6123  
 Vito 425-3859

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